2016 ANNUAL REPORT

IWMC
ISLAND WASTE MANAGEMENT CORPORATION

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CHAIRMAN'S MESSAGE

Honourable Paula Biggar
Minister of Transportation,
Infrastructure and Energy
PO Box 2000
Charlottetown, PE C1A 7N8

Michael D. Fitzpatrick, CPA, CA
Chairman, IWMC

Dear Minister,

Enclosed, please find the Island Waste Management Corporation Annual Report for the fiscal year ended March 31, 2016.

IWMC is a PEI Crown Corporation whose mandate is to develop, implement, and operate a waste management system to serve Prince Edward Island.

The Corporation is dedicated to building on the successes achieved to date and to divert as many resources as possible from landfill. The Board of Directors, Management and Staff are committed to managing solid waste generated on PEI in an environmentally-responsible and cost-effective manner. Monthly board meetings are held to review operations and follow progress on new initiatives.

It is an honour to serve PEI on the Board of Directors for Island Waste Management Corporation. Waste Watch, PEI's solution of separating waste at source, has achieved remarkable success and is recognized as one of the best waste management programs in North America.

Sincerely,

Michael D. Fitzpatrick, CPA, CA
Chairman
IWMC Board of Directors

Board of Directors
as of March 31, 2016

Michael D. Fitzpatrick	Chairman
David Arsenault	Secretary/Treasurer
Philip Acorn	Director
Marcella Carota	Director
John Jamieson	Director
Laura-Lee Lewis	Director
Lester MacFadyen	Director
John MacQuarrie	Director
George Young	Director

IWMC Boardroom

Senior Management

as of March 31, 2016

Gerry Moore	Chief Executive Officer
Sheri Taylor Bradley	Chief Financial Officer
Floyd Gaudet	Customer Service
Heather Myers	Disposal
Merie Surkan	Public Relations & Education

IWMC Charlottetown Office
110 Watts Avenue, Charlottetown PE

CEO MESSAGE

Gerry Moore
CEO, IWMC

PEI's Waste Watch Program, with support from over 72,000 residential and over 10,000 commercial customers, diverted over 55,000 metric tonnes of materials from landfill during the fiscal year ending March 31, 2016. This represented an increase of 14.6% in the volume of materials diverted from 2015 and was achieved as a result of new programs and the continued commitment from Islanders. Through joint partnerships with industry stewards and the Department of Communities, Land & Environment, the following new stewardship initiatives were introduced during this period:

- Lamp Stewardship Program *(Product Care Association)*
- Automotive Lead-Acid Battery Program *(Canadian Battery Association)*
- Health Products Stewardship Program – Medications Return & Sharps Collection *(Health Products Stewardship Assocation)*
- Used Oil, Glycol, Filters & Container Recycling Program *(Soghuoma)*

Other signification highlights for IWMC include the launch of a curbside monitoring program designed to improve sorting levels and enhance education to our customers .

The financial standings of fiscal 2016 reflected IWMC's tenth consecutive year of operating without any losses, and no changes to household and user fees were required. Our successes continue and are attributed to the participation and dedication of ALL Islanders as well as IWMC staff and the many contractors and individuals working daily to sort, collect and dispose of items in an environmentally responsible way.

Sincerely,

G Moore

Gerry Moore, Chief Executive Officer
Island Waste Management Corporation

WASTE WATCH

Island Waste Management Corporation (IWMC) is a provincial Crown Corporation that administers and provides solid waste management services throughout Prince Edward Island. Our mandate is to deliver a **cost-effective** and **environmentally-responsible** provincial waste management system to both the residential and commercial sectors of PEI. The Corporation is organized under a Board of Directors representing various sectors across the Province. Day-to-day operations are managed by the Chief Executive Officer and a team of dedicated employees.

Waste Watch is PEI's answer to waste diversion and the proper disposal of unwanted material. The program was developed in the early 1990s by a committee of local, municipal and provincial representatives tasked with selecting a landfill site. The committee determined that the way PEI handled waste required rethinking and should move forward in a more environmental manner. Waste Watch is based on a single premise — mandatory sorting — which reduces landfillable waste by composting organics, marketing recyclables, and properly managing items that require special disposal such as hazardous materials, tires, white goods, medication, sharps, electronics and batteries.

On PEI, the initial sorting of 'waste' into RECYCLABLES, COMPOSTABLES and WASTE at the source at homes, businesses, and institutions is the key to the entire system.

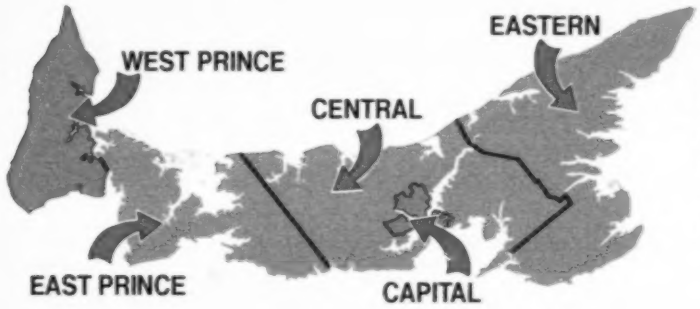
The PEI Waste Watch Program produces some of the highest waste diversion figures in North America. Mandatory participation is one of the main reasons the program is a success and it is the most cost-effective and precise way to separate different waste streams. The residents of Prince Edward Island have proven that the goal to divert waste from landfill can be achieved. ***IWMC continues to lead the way by example thanks to the support and dedication of all Islanders.***

Examples of sorting stations

RESIDENTIAL PROGRAM

Households are assigned two carts—green for compostables and black for waste. Carts are collected every week, with the green cart collected one week and the black cart the next. Blue bags, used for recyclables, are collected monthly. Residential customers are also provided with Spring and Fall Cleanup and a Christmas tree collection. In 2016, property owners were charged an annual fee of $205 (per household) on their property tax bill which covers the cost of carts, collection fees, and disposal costs for the entire year. Seasonal properties were charged $95 and received collection from June through September. An extended cottage collection is available from mid-May through the end of October for a seasonal rate of $120.

Depending upon need at multiple-unit or apartment complexes, each unit may be assigned a set of carts, or several units may share a set of carts. Some apartments may have containers for recyclables while at others, tenants place blue bags curbside on collection day. As required, IWMC staff work with individual landlords and/or property owners to help establish appropriate sorting stations and collection service for each facility.



Each homeowner/tenant is provided with pick-up information based on their geographical location.

INDUSTRIAL, COMMERCIAL & INSTITUTIONAL SECTOR

Businesses must arrange for a waste contractor to collect their sorted material or they may opt to self-haul their material to a Waste Watch Drop-off Center. Fees, based on weight, are charged for the disposal of commercial wastes at IWMC facilities.

Because participation is mandatory, businesses must provide sorting receptacles for their employees and guests. The commercial tippage fee for this fiscal period was $100 per metric tonne at IWMC's final disposal facilities. Fees for other material types are posted at disposal facilities and are determined based on the Corporation's cost to properly dispose of them.

Waste Watch collection day

Sorting station for public waste

DISPOSAL FACILITIES

PEI's sorted waste material is processed for final disposal at one of the following facilities:

- **Central Compost Facility** (organics processing)
- **East Prince Waste Management Facility** (fully-lined landfill cell)
- **PEI Energy Systems** (energy from waste facility)
- **GreenIsle Environmental Inc.** (recycling facility)

Some materials received at IWMC's facilities require special handling and disposal as specialized facilities are not currently available on PEI. Materials requiring special disposal (i.e. hazardous waste) are sent off Island for appropriate processing and/or final disposal.

Six Waste Watch Drop-Off Centers are geographically located across the province to offer disposal services to the general public as well as small business owners. Sorted material is transported from the WWDCs to the appropriate final disposal location.

CENTRAL COMPOST FACILITY (CCF)

The Central Compost Facility, located in Brookfield, is owned by IWMC and operated under contract by ADI International Ltd. Source-separated organic feedstock is delivered to the site by commercial haulers and weighed, categorized and dumped on the tipping floor of the Receiving Building. Obvious contaminants are removed and the material is loaded into a coarse shear shredder then over a disc screen that separates the larger organics (i.e. boxboard) from smaller organics (i.e. food scraps). Organics (both large and small) go through separate sorting lines where contaminants are removed. Large organics are shredded to reduce their size and stored in holding bunkers. Yard debris such as branches and leaves are ground using a large shredder. All finished compost is used entirely on PEI, mostly for agricultural-related uses.

During fiscal 2016, CCF received 18,893 tonnes of organic material and produced 8438 tonnes of final product. Regular sampling was performed and analyzed for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by the Department of Communities, Land and Environment (DCL&E).

Central Compost Facility

COMPOST PRODUCED AT CCF		
FISCAL YEAR	TONNAGES RECEIVED	COMPOST PRODUCED
2016	18,893	8,438
2015	19,014	8,980
2014	19,120	9,517

Category 'A' compost produced by CCF

EAST PRINCE WASTE MANAGEMENT FACILITY (EPWMF)

EPWMF, owned and operated by IWMC, is located in Wellington Centre, PEI and serves as a final waste disposal facility for contracted haulers. EPWMF is the only sanitary landfill within the province and features the following:

- second-generation lined landfill
- on-site wastewater treatment facility
- windrow composting facility
- tire storage
- Waste Watch Drop-Off Center
- drop-off depot for electronics
- household hazardous waste receiving facility

Waste materials destined for landfill are generated primarily from Prince County. Material generated in the remaining areas of PEI is transported to PEI Energy Systems.

Landfill

The landfill is approximately 22 acres in size and is being developed in six or seven cells. A high-density, polyethylene synthetic liner is used to prevent leachate migration into the groundwater.

Waste loads arriving at EPWMF are inspected for content and contamination prior to spreading on the landfill. Waste is covered daily with either bottom ash, construction and demolition material, compost screenings or clay.

Construction for Cell #6 began in August 2014 and was completed in the fall of 2015. During this fiscal period, IWMC requested and was granted approval for design changes to increase the capacity of the landfill. The rationale for this expansion was to expand the facility's useful life and offer a financially-responsible solution for ratepayers. A full public participation program was executed as part of the approval process.

EPWMF Waste Watch Drop-Off Center (WWDC)

A WWDC is located at EPWMF for the general public and small businesses. This depot provides convenience to both residential and commercial customers to unload their sorted material. The WWDC houses five containers at a lower elevation as well as areas to store construction and demolition debris, asphalt shingles, yard and garden debris, bulk waste, white goods, and a household hazardous waste depot. Waste material is taken from this area and landfilled on site, while other materials are transported to appropriate final disposal facilities or off Island for recycling or special disposal.

Used Tire Management

EPWMF houses a storage site for used tires that are collected across geographical sites on the Island through a private contract. During this fiscal period, 2,395 tonnes of tires were collected, and 2,354 tonnes shipped to Quebec for recycling and/or as a fuel source.

EPWMF - TONNAGE (Fiscal Year)

TYPE	2016	2015	2014
Waste	27,975	27,550	24,877
Bottom Ash	10,033	7,336	7,475
Compost	1,246	1,341	1,194
Contaminated Soil - Residential	2,468	3,693	2,174
Contaminated Soil - Commercial	1,351	682	1,201
Hazardous Waste (Est.)	18	36	37
Metals & White Goods	107	552	133
Tires	2,395	2,351	2,285
Contaminated Material	526	519	697
Recyclable Silage Wrap	113	121	199
TOTAL	46,232	44,181	40,272

East Prince Waste Management Facility - Autumn 2015

Monitoring for flow rates

Aerated lagoon

Constructed wetland

Wastewater Production, Treatment and Monitoring

EPWMF's wastewater treatment system consists of an aerated lagoon, settling lagoon and a constructed wetland. Wastewater is pumped through the force main into the aerated lagoon where air is introduced to assist in the treatment process. The material then flows to a settling pond. From the settling pond, treated water flows through a constructed wetland made up of natural vegetation.

During this reporting period, 29,160 cubic meters of wastewater was captured in the collection system and treated on site. No leachate was sent off site for treatment. Monthly samples were drawn for laboratory analysis from sump buildings at each of the five cells and analyzed under the parameters outlined in the Department of Communities, Land & Environment (DCL&E).

The on-site wastewater treatment system is monitored for flow rates every day the site is open. On a monthly basis, the effluent from the aerated lagoon and settling lagoon are sampled for analysis. Effluent from the aerated lagoon, settling lagoon, and constructed wetland are also sampled monthly unless otherwise directed. The outfall of the treatment system is also tested monthly (if the area is not dry or snow covered) for total nitrogen and sampled twice a year. All monitoring results are forwarded to DCL&E on a regular basis.

As a result of the approved design changes for the landfill, it was determined through consultation with CBCL Ltd. that an upgrade to the wastewater treatment facility would be required. The recommendation was to construct a second lagoon, and this project commenced in September 2015.

Groundwater and Surface Water Monitoring

IWMC conducts groundwater and surface monitoring once a year. There are a series of groundwater monitoring wells (GMW) throughout the EPWMF facility. MacLyn Enterprises Incorporated collected samples from 22 wells in July. Samples were also collected from the stormwater retention ponds and connecting manhole access ports, and spring (artesian well). These samples were analyzed at a laboratory for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by DCL&E.

Composting Operations

EPWMF processes special organic materials such as fat and batter crumbs and potato sludge from local food processing operations in its aerobic, open windrow composting operation. Compost produced at EPWMF is utilized on site as intermediate cover material or vegetation layer at the landfill cell.

Contaminated Soil

During the fiscal period, 3,819 tonnes of contaminated soil was received at EPWMF and treated according to the site's contaminated soils management strategy.

PEI ENERGY SYSTEMS (PEI ES)

PEI ES is a privately owned and operated incinerator which burns municipal solid waste under contract with IWMC. The facility provides steam and/or hot water heat to a 15-km heat distribution system throughout the core area of the City of Charlottetown. The plant serves over 60 customers and heats 84 buildings, including all the provincial buildings, the University of PEI (UPEI), Holland College, two shopping malls and many other apartment and commercial buildings in the centre of Charlottetown. Energy for cooling is also provided to the Queen Elizabeth Hospital and UPEI. During this fiscal period, 27,137 tonnes of waste were processed for energy.

A total of 457 tonnes of fly ash generated at PEI ES was collected, transported and properly disposed of at an approved off-Island facility by NewAlta Industrial Services Inc.

WASTE WATCH DROP-OFF CENTERS (WWDCs)

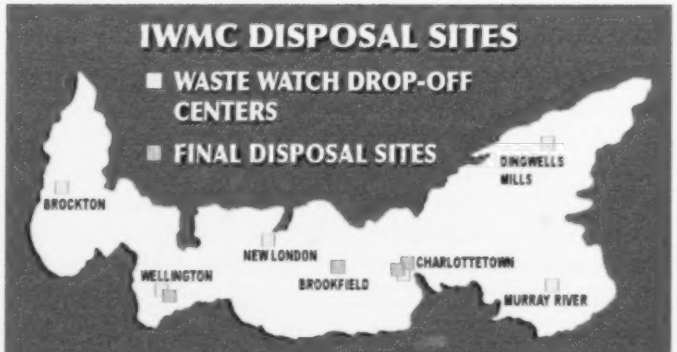
In addition to the WWDC located at EPWMF, IWMC has established five other sites across PEI to accept items not collected at curb and to provide disposal alternatives for small business owners to self-haul sorted material. With the exception of GreenIsle, WWDCs are operated by IWMC. GreenIsle, located in Charlottetown, is owned by GreenIsle Environmental and operated under contract with IWMC. At the WWDC, material is received, stored and subsequently transferred to a final disposal site or recycling facility by IWMC staff using two tandem axle roll-off trucks. The operating system consists of a series of disposal stations using 40 to 50 cubic yard roll-off containers. When customers arrive at a WWDC, vehicles are weighed, and sorted material is taken by the customer to the appropriate station. Disposal fees are charged for most items with the exception of those managed through stewardship programs and the following:

- Bio-medical waste (residential only)
- Large household furniture (mattresses, couches, etc.)
- White goods (fridges, stoves, etc.)
- Household hazardous waste
- Tires
- Clean agricultural silage wrap

Each WWDC site is attended by a scale operator and a site inspector and is open to the public various hours based on seasonal needs. GreenIsle and EPWMF are open Monday to Saturday, however rural sites are operational between 2.5 and 3.5 days per week, some with increased hours during summer to accommodate heavier demands.

The following improvements were made to WWDCs this year:

- Larger HHW storage units were purchased for Brockton, Dingwells Mills and New London WWDCs
- New scales and foundation were installed at Dingwells Mills WWDC and new scales installed at Murrary River WWDC.
- The container level at Dingwells Mills WWDC was asphalted.
- The hours for accepting HHW at GreenIsle were changed from two days a week to any time that facility was open, increasing flexibility for customers.



Entrance to WWDC in New London

MATERIALS RECEIVED AT WWDCs*
(Tonnes per Fiscal Year)

WWDCs	2016	
	**CUSTOMERS	TONNAGE
Brockton	5,420	1,317
Dingwells Mills	5,946	843
GreenIsle	54,836	11,491
Murray River	4,209	690
New London	6,082	877
TOTAL	76,493	15,218

** At EPWMF, WWDC customers and tonnages cannot be tracked separately from other material received at this site.*

*** Based on customers charged disposal fees. IWMC does not track customers delivering items accepted for FREE.*

TOTAL TONNAGE
(PEI Final Disposal Sites)

SITE	2016	2015	2014
EPWMF	45,713	43,260	40,455
PEI ES	27,137	26,083	25,697
CCF	18,893	19,014	19,120

PEI TOTAL WASTE VOLUMES
(Tonnes per Fiscal Year)

MATERIAL TYPE	2016	2015	2014
VOLUMES REPORTED - By IWMC:			
Compost (contaminants removed)	19,105	19,319	19,403
Waste	54,794	53,270	51,100
Tires	2,395	2,351	2,346
HHW	125	127	125
Silage	49	0	59
VOLUMES REPORTED - By Third Party Organizations			
* Recyclables	11,162	10,795	11,560
* Metals and White Goods	18,428	11,818	27,531
* Electronics	685	625	637
* Lights	3	N/A	N/A
* Used Oil Program	644	N/A	N/A
* Sharps & Pharmaceuticals	5	N/A	N/A
* Paint	90	74	64
* Batteries	135	16	16
* Other Provincial Programs	2,523	2,971	2,919
TOTAL	110,143	101,366	115,760

** These materials are processed directly and volumes reported by third party organizations*

GREENISLE ENVIRONMENTAL

Under contract with IWMC, the GreenIsle recycling facility in Charlottetown is the major processor of recyclables for Prince Edward Island. This privately-owned facility receives, processes and ships over 250 tonnes of recycled materials to markets per week. Materials such as PET#1, HDPE#2, rigid and film plastics #2 - #5, coloured and clear glass, metals, corrugated cardboard, newsprint, and mixed office paper are processed. The organization also operates a smaller recycling facility in Summerside, PEI where corrugated cardboard is processed.

FORMER COMMUNITY DUMP SITES

Queens County Regional Landfill, located in the community of Milton, is no longer in use. The building and site are used for storage of Waste Watch carts and roll-off containers. MacLyn Enterprises Incorporated collected samples from 17 groundwater monitoring wells in July 2015. The samples were analyzed at a laboratory for the parameters outlined in the Department of Environment, Labour & Justice DCL&E EPA – Waste Resource Management Regulations.

Groundwater monitoring was also conducted at the former landfill sites in Cardigan and St. Eleanors. MacLyn Enterprises Incorporated sampled 21 monitoring wells in Cardigan and 6 wells and 4 stream locations in St. Eleanors in July. These samples are sent to a laboratory for analysis and a report is issued to IWMC for each site. The reports are also submitted to the DCL&E to fulfill the commitment for continued monitoring at closed landfill sites.

DIVERSION FROM LANDFILL

For the fiscal year ending March 31, 2016, PEI has diverted 55,344 tonnes of material from landfill.

This does not include:

- material that is diverted privately (such as recyclables, metals, cooking oils, etc.);
- cardboard and plastics from larger commercial establishments such as Cavendish Farms, Wal-Mart, McCain Foods, etc. who recycle outside of IWMC's system;
- waste diversion activities such as backyard composting, grasscycling, commercial mulching operations, etc.

Provincial programs noted on the diversion chart (see left) include beverage container bottles and pesticide containers / bags.

Hazardous Waste Depot at GreenIsle

Special disposal material at WWD

Light storage depot at WWDC

The success of the Waste Watch program hinges on customers, both residential and commercial, doing their part to sort waste resources into **RECYCLABLES**, COMPOSTABLES, and **WASTE**. This represents the 'bulk' of waste material generated on PEI, however IWMC administers and/or supports several other programs for materials requiring special disposal.

HOUSEHOLD HAZARDOUS WASTE (HHW) PROGRAM

Household waste material that poses a risk to health, safety or the environment is considered HHW. This includes products which are corrosive, reactive, toxic, or flammable as well as products that contain heavy metals.

EXAMPLES OF HHW INCLUDE:

- adhesives, silicone, etc.
- items containing mercury
- pesticides, herbicides, etc.
- batteries
- cleaners
- propane cylinders
- aerosol cans (with contents)

IWMC has established HHW depots at all WWDCs. These depots are equipped with conventional personal protective gear and safety equipment, and staff responsible for the direct handling of HHW are provided with specialized training. Due to the nature of these products, HHW is never collected curbside. Residents must deliver them to a HHW depot at no charge.

With the exception of products included in PEI's stewardship programs, hazardous waste produced by the industrial, commercial and institutional sector are not accepted at IWMC facilities. Businesses must safely and properly dispose of this material by making arrangements with a hazardous waste carrier.

SPECIAL DISPOSAL

Light recycling for the Lamp Stewardship Program

Lead-acid batteries for recycling

Medication returned for final disposal

STEWARDSHIP PROGRAMS

Lamp Stewardship Program

The Prince Edward Island Lamp Stewardship Program became operational on April 1, 2015. This program is operated and managed by the Product Care Association and is funded by environmental handling fees remitted by lamp product manufacturers and distributors. It includes all end-of-life intact lamp products such as Fluorescent tubes, Compact Fluorescent Lamps (CFLs), High Density Discharge (HID), Incandescent, Halogen and Light Emitting Diode (LED) lamps. During the fiscal year, 44,880 lamps (3 tonnes) were processed by IWMC and shipped off-Island for recycling.

Automotive Lead-Acid Battery Program

A stewardship program through the Canadian Battery Association was also established for Prince Edward Island on April 1, 2015. Through this initiative, lead acid batteries (LABs) are collected and returned for recycling. Products include all LABs such as those used to start vehicles, boats and recreational vehicles as well as commercial trucks, public transport (buses, planes, forklifts). LABs are also used to power electronics, telecommunications systems, fire alarms, and provide back-up power for computer systems, data centers and for alternative energy applications. LABs range in size from 5 kg to thousands of kg. IWMC's drop-off depots are included as one of the Canadian Battery Association's collection facilities. During the fiscal year, 116 tonnes of LABs were recovered and sent off-Island for proper disposal.

Health Products Stewardship Programs

In collaboration with the Health Products Stewardship Association, a national industry stewardship organization representing companies that introduce medication and medical products with sharps into the marketplace, two new programs were established for PEI in June 2015:

Island Medications Return Program

This program includes medications, both prescription and over the counter drugs such as pain & cold medication, natural health products, vitamins and supplements, for the residential sector. Customers are instructed to return unused/unwanted medication to any Island participating pharmacy. From June to December 2015, 1,937 kg of medications were returned under this program and transported to EFW for final disposal.

Island Sharps Collection Program

This program covers needles, needle tips, syringes, insulin pens, lancets and other sharps used by the residential sector. Customers were advised to visit any participating pharmacy to pick up a **FREE** approved sharps container, and then to return these containers when filled to the pharmacy. During the reporting period, 2,868 kg of sharps were collected and transported to EFW for disposal.

STEWARDSHIP PROGRAMS cont'd

Used Oil, Glycol, Filters and Container Recycling Program

Through Soghuoma, a stewardship program to collect, process and recycle a program for used oils, used glycol (antifreeze), used oil and glycol (antifreeze) containers with a capacity of 50 litres or less (including used lubricant aerosol and brake cleaner containers) and used filters was established on April 1, 2015 for Prince Edward Island. IWMC's disposal facilities were approved as collection facilities for this program. During the reporting period, a total of 644 tonnes of products under this stewardship program were recovered and transported off-Island for processing.

Paint Stewardship Program

The Paint Stewardship Program is funded by ReGeneration (formerly Product Care) which is a non-profit organization that operates a variety of product recycling stewardship programs across Canada. No recycling fee or environmental handling fee is added to the retail price of paint products, and the cost of disposal was covered completely through the program. Paint products and aerosols are accepted at no charge from commercial and residential customers at all WWDC locations. During this fiscal period, 90 tonnes of paints and aerosols were received and transported off Island for recycling.

Electronics Recycling Program

The Electronics Recycling Program is managed in collaboration with the Electronics Recycling Association (EPRA). EPRA is a national, non-profit organization entrusted with improving the efficiency and effectiveness of Canada's regulated electronics stewardship programs.

Fees are applied to the sale of new electronic products through EPRA, and these fees are used for the administration, collection, transportation and responsible recycling of this material. The funds also help cover the cost of recycling older electronic products to ensure they are processed responsibly. All Island WWDCs have been designated to accept electronics on behalf of EPRA. Material is accepted at no charge from both the commercial and residential sectors. Electronic products are not collected curbside. During this fiscal period a total of 685 tonnes were dropped off at WWDCs and shipped off Island for recycling.

SILAGE & BOAT SHRINK WRAP PROGRAM

Silage and boat shrink wrap is accepted at no charge at WWDCs from the farming and commercial sectors. During this period, two loads were shipped through Clean Farms for recycling. This represented 49 tonnes (or 38 bales).

Empty oil containers for recycling

Paint products for recycling

Electronics ready for shipment

White Goods for recycling

Sorting batteries

Common refundable items

METALS AND WHITE GOODS

During this fiscal period, IWMC reported 18,428 tonnes of metals and white goods recycled on PEI. This number represents material accepted and processed by privately-owned and managed scrap metal dealers. White goods, or items such as fridges, stoves, washers, freezers, etc., are accepted at all WWDCs at no charge. Through contract with IWMC, RDMD provides a service to remove harmful ozone depleting substances such as Freon, and the white goods are then transported to recycling markets. WWDCs accept metal products from residential and commercial customers. There is a disposal fee imposed on metals, however the fee is waived on all white goods delivered to IWMC facilities.

Small metal household items are considered part of IWMC's Blue Bag Program. Items that contain 50% or more metals may be placed directly into blue bags for monthly collection. Larger items such as barbeques, are also collected provided these materials have been dismantled.

BATTERY & CELL PHONE RECYCLING PROGRAM

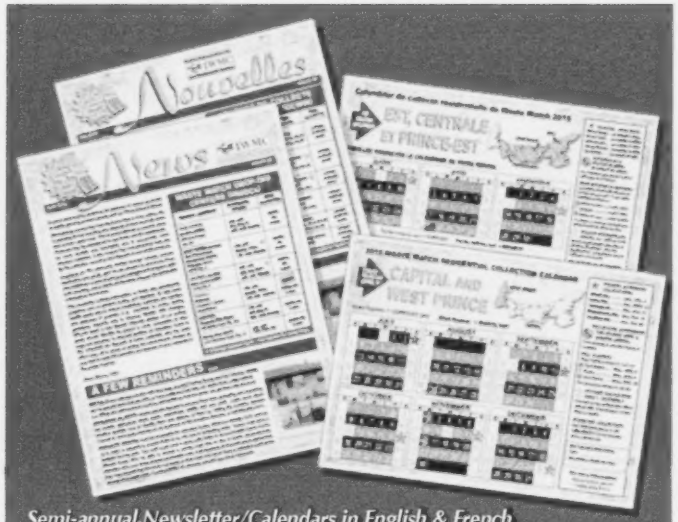
Through the Battery Re-Store Program, residential customers continued to utilize convenient battery containers placed at PEI's major grocery stores. IWMC staff collected batteries and cell phones from these locations and packed them in 45-gallon drums to be transported to the Call-2-Recycle organization for recycling program. Businesses may also take used batteries to a WWDC if they have been properly packaged according to Call-2-Recycle's guidelines.

A total of 19 tonnes of batteries (rechargeable and non-rechargeable) and cell phones were collected and transported off Island over the year.

OTHER DISPOSAL & RECYCLING PROGRAMS

While IWMC has the mandate to manage waste on PEI, other programs which are administered by various government departments and private industry exist throughout the province. Some of these programs include:

- Beverage Container Refund Program
- Pesticide Container Disposal
- Laser & Inkjet Cartridge Recycling
- Propane Tank Exchange Program
- Construction & Demolition Disposal Facilities



Semi-annual Newsletter/Calendars in English & French

Guides and customized handouts

Presentation at the Farm Center

Communication with the public is a critical component for the success of the Waste Watch Program. While most Islanders have adopted good sorting practices into their day-to-day lives, reminders are often necessary. It is also important to ensure that the public is aware of any new waste management initiatives and to share our successes with our customers.

EDUCATION

Education Program

IWMC produced a variety of tools to assist customers with participation in the Waste Watch Program and to help reinforce required changes. These tools include a semi-annual newsletter/calendar, sorting guides, electronic newsletters, website, radio and community television ads, and notices in local community newsletters. PR staff also partner with businesses as well as municipal and provincial government organizations to produce custom material as required and to lend support to public initiatives.

During this fiscal period, IWMC had the opportunity to partner with the Kensington North Watershed Association to provide one-on-one education on hazardous waste to the residents of the Town of Kensington. A handout was developed to help homeowners recognize hazardous products within their homes. These were hand delivered by the association's members who used this as an opportunity to provide residents with information on proper disposal as well as the danger of flushing hazardous products down drains and toilets.

Presentations and Tours

By request, IWMC employees deliver custom presentations to schools, community groups, and businesses. Where issues have been presented, staff may participate in an audit of the sorting levels at the school or business and incorporate suggestions for improvement as part of a presentation. Presentations may include an overview of IWMC, a comprehensive synopsis of the Waste Watch Program and Sorting Guidelines, or may be specific on a topic such as composting.

IWMC encourages the public and schools to tour its facilities, and assists with the coordination of tours to privately-owned waste management partners such as GreenIsle and PEI Energy Systems. Feedback from tour participants is extremely positive.

EDUCATION & AWARENESS

Students touring Central Compost Facility

Science Fair specialty prize winners

Communities in Bloom Adopt a Corner

Schools and Institutions

The Corporation works closely with schools, post-secondary establishments and other institutions. A school newsletter is developed each October and distributed to each Island elementary, junior high and high school which outlines key objectives or opportunities for improvement. When requested, IWMC staff work with faculty/management to design and develop custom educational tools to facilitate sorting for the target audience. When working with schools, dialogue with cafeteria contractors is part of the process. Recommendations are made to reduce the amount of waste generated by simply incorporating alternate choices for serving lunches.

Our Interactive Sorting Game is very popular with students of all ages. These graphic-based tools are effective particularly for students new to the Island or those with language or disability barriers.

IWMC commits to working with schools or institutions experiencing sorting challenges. This year, considerable effort was given to Stonepark Junior High in Charlottetown and in particular to their Environment Team. An initial assessment at this school reflected a contamination rate of 39%. Improvements to sorting started with educating the Environment Team, who in turn developed a custom school video which was shared with all students. New sorting stations were obtained by the school and IWMC supplemented their efforts by producing large sorting posters. In addition, the school set aside an unused room as a post-sorting station where volunteer students further sorted recyclables for processing. A mini-barn was donated by a local businesses for storage, and refundables were separated and ultimately returned to help fund other environmental initiatives within Stonepark. A follow-up assessment conducted at the end of the school year reflected a sorting level of 99%. Success was attributed to the positive environment created within the school involving everyone — the principal, vice principals custodians, teaching staff and all students — and most importantly the leadership and momentum established by the Environment Team.

Provincial Science Fair

IWMC is a sponsor of the Provincial Science Fair in the specialty category of Waste Reduction and Management. The sponsorship involves providing judges at the school, regional, and provincial levels. The Corporation's involvement in this initiative supports the efforts of students with their projects reflecting the importance of waste management and diversion.

COMMUNITY INVOLVEMENT

The Corporation partners and sponsors a number of initiatives whose mandate helps to sustain and protect our environment. Some of the key activities IWMC was involved with during this past fiscal year included:

- Women's Institute Island Cleanup
- Plant a Row – Grow a Row
- Adopt a Highway
- Waste Reduction Week
- Children's Wish Foundation Christmas Tree Lane
- Communities in Bloom Adopt a Corner
- Rural Beautification Contest

PROGRAM AWARENESS

Stewardship Program Awareness

IWMC works closely with our stewardship organizations to provide information about these unique recycling programs and to jointly promote and manage special contests and campaigns. During this fiscal period, IWMC's efforts were not only focused on existing stewardship programs, but on developing communication tools for the following new programs launched in April and June 2015.

- Lamp Stewardship Program
- Automotive Lead-Acid Battery Program
- Used Oil, Glycol, Filters and Container Recycling Program
- Health Products Stewardship Program
  - Island Medications Return
  - Island Sharps Collection

To supplement launches for these programs, IWMC updated all existing communication tools including electronic and paper sorting guides, participation guides, posters, and our website's interactive sorting guide. We included specific details on each program in powerpoint presentations conducted through the year and through regular newspaper columns and social media. Our hands-on tool sorting tool was updated to include a special disposal panel accompanied by a number of graphics to supplement education efforts.

PUBLIC PARTICIPATION

To support the application to alter the landfill design at the East Prince Waste Management Facility, a comprehensive public participation strategy was developed and executed. Information was provided on IWMC's website, in local community newspapers, and through a town hall meeting held close to the EPWMF. Documents were created to provide an overview of the existing site and to demonstrate how the proposed changes would visually appear.

The public was invited to provide feedback or to request additional information on the proposal prior to any decisions made.

The communities closest to EPWMF including Wellington, Wellington Centre and Miscouche include residents who speak French as their first language. Because of this, IWMC ensured that all documents, charts, posters, and supplemental information created for the proposal were prepared and available in both English and French. In addition, a staff member, fluent in French, was available to provide dialogue in the attendees' language of choice at the town hall event.

Event held to recognize 5 years of electronic recycling on PEI

Official launch of the Island Medications Return & Island Sharps Collection Programs

Hall meeting display for landfill design changes

Your cart was inspected today. Sorting levels require improvement to ensure your material is collected in the future.
ATTENTION
COMPOST CART: No Plastic Bags. Use paper bags or compostable bags with one of these symbols: OR 1
WASTE CART: No non-transparent, blue bags, or food bags; use clear plastic only. If you are using shopping bags to collect waste material inside your home, please empty the contents of the bag into the waste cart, then place the sealed empty bag into the cart separately. This allows drivers to properly inspect your material. 2
Cart too heavy - Maximum 220 lbs. 3
Contact IWMC for cart warranty repairs. 4
BLUE BAG #1: Recyclable paper & paper products. 5
BLUE BAG #2: Milk cartons, RECYCLABLE plastics (numbers 1, 2, 4, 5), metal items (50% or more metal), extension cords, and container glass. 6
Cardboard - Place flattened & bundled cardboard next to Blue Bags. 7
Electronic Material - FREE drop-off at IWMC. 8
Non-Recyclable Paper Products (napkins, paper bag, paper gift wrap, paper cups, hardboard, etc.) are COMPOST. 9
Yard & Garden Material, Food Scraps (including shells and bones) and Kitty Litter & Feces (except for the silicone type and plastic liners) are COMPOST. 10
NO ASHES - Place in cardboard box beside cart. 11
NO NEEDLES/SYRINGES - Protect yourself & others! FREE container available at participating PHARMACIES. 12
NO HOUSEHOLD HAZARDOUS MATERIALS (paint, cleaners, light bulbs, oil filters and containers, etc.) - FREE drop-off at IWMC. 13
RECYCLABLES
COMPOST
SPECIAL DISPOSAL
PLEASE SEE OTHER SIDE
SORTING IS MANDATORY ON PEI
SORTING INFORMATION IS AVAILABLE AT:
www.iwmc.pe.ca
or by calling Customer Service
1-888-280-8111
Newsletters (with sorting guides) are also available at Access PEI and at town & city halls
NOTE:
PLEASE SEE OTHER SIDE

This one gets a "Good Job" tag.

Unfortunately, this one did not.

CURBSIDE EDUCATION & SUPPORT

IWMC recognizes that the key to cost effectiveness with respect to waste management is the participation of all residents. In an effort to further build on our achievements, a new Curbside Monitoring Program was launched in September of 2015. An incumbent was recruited to provide curbside monitoring, inspection, customer service, education and feedback to residences with respect to Waste Watch.

To capitalize on these efforts, a van was purchased by the Corporation and wrapped in bright, colourful graphics. The presence of the vehicle itself in targeted communities encouraged and reminded customers to do their part.

During this fiscal period, the Officer worked closely with contracted drivers to identify problem areas. Homes on these targeted routes were visited to provide an initial assessment of their waste carts. The program worked twofold. It allowed IWMC the opportunity to recognize and acknowledge homes that were doing a great job sorting by leaving a 'Good Job' tag. Where improvements were necessary, an information tag was left behind outlining corrections required for their next collection. On the second visit, the homeowner would receive a 'Good Job' tag if sorting was acceptable, but if not, a warning tag would be left behind. On the third visit, carts with unacceptable mixed waste levels were rejected.

Feedback from customers was extremely positive. Diligent homeowners were anxious to learn where honest mistakes were being made, and were pleased that the Corporation was taking extra measures to remind neighbours who were in non-compliance. In the first six months of the program, a significant increase to the number of blue bags placed curbside was reported, reflecting an overall improvement in overall sorting levels.

RESIDENTIAL SERVICES OFFERED BY IWMC	RESIDENTIAL	APARTMENTS	COTTAGES
Bi-weekly Cart Collection	✔	✔	✔
Monthly Blue Bag Collection	✔	✔	✔
Free Saturday Morning Blue Bag Drop-Off	✔	✔	✔
Christmas Tree Collection	✔	✔	
Spring & Fall Cleanup	✔	✔	
Proper disposal of all items collected curbside	✔	✔	✔
Free HHW, electronics, white goods, tires, batteries and bulky item disposal programs	✔	✔	✔
Maximum $20 cap for sorted materials at WWDC	✔	✔	✔
Operation of IWMC offices, disposal facilities & program administration	✔	✔	✔
Cart deliveries, repair & maintenance	✔	✔	✔

CUSTOMER REQUESTS		
YEAR	PHONE CALLS	WEBSITE
2016	49,197	694
2015	48,702	894
2014	49,784	548

IWMC's Customer Service Center staff receive inbound calls and make outbound calls to customers with concerns or questions covering a wide scope of issues from delivery requests to situations involving contractors, business and homeowner associations, road maintenance departments, taxation, and city works and planning departments.

During this fiscal period, a total of 49,197 calls were processed reflecting calls in queue and internal lines, outgoing calls and voice mail. In addition, a total of 1,327 info-line e-mail messages were recorded as well as 694 on-line requests through our website's interactive service.

Total of 140,741 visits were recorded with a total page viewing of 372,207. It was interesting to note that 51% of these visits were from new users. While the majority of customers are using computers to access the information on our website, a growing trend points to increased use by cell phone apps. It is a challenge for the Corporation to remain abreast of ever-changing technology.

SERVICES OFFERED

Residential Customers

Homes receive bi-weekly cart collection for waste and compost and monthly collection of recyclables. In addition, a cleanup program is offered during spring and fall, and Christmas trees are collected in January. Other programs exist for material not collected curbside, and homeowners are responsible to ensure the proper disposal of these items.

Multi-family dwellings experience more sorting challenges, and IWMC staff work closely with owners and/or superintendents to help identify barriers and develop solutions.

Business Customers

Industrial, commercial and institutional businesses follow the same sorting principles as residential customers, however do not receive curbside collection from IWMC. IWMC staff assists businesses with waste audits, provides advice on set up and disposal options, provides custom presentations and helps to resolve waste management issues and challenges as required.

CUSTOMER SERVICE

CUSTOMER SERVICE WORK ORDERS		
YEAR	TOTAL	CART-RELATED ORDERS
2016	5,606	90%
2015	5,831	89%
2014	8,510	84%

IWMC Customer Service staff

Contractor/Driver Liaison and Support

IWMC staff are involved with new driver training and orientation and hold meetings on a regular basis with contractors. General information sessions are held with drivers when required, and communication tools are developed to ensure drivers are current on new or revised IWMC initiatives.

Work Orders

IWMC's Operational Support Technicians (OSTs) completed 5,606 work orders this year. The majority of work orders involved cart activity such as the replacement and repair of carts as well as the delivery of cart sets and Waste Watch information to newly-built residential and multi-family dwellings. To support IWMC's commitment to quality, Waste Watch carts that have been damaged from normal wear and tear are replaced when necessary. During this fiscal period, a total of 2,953 carts were replaced, with the majority outside of the warranty period. OSTs are also dispatched to conduct assessments on properties and roads, goodwill collections, and to provide one-on-one education and problem resolution to business and residential customers.

Backyard Collections

The coordination of special assessments is done through the Customer Service Center where customers with special needs are interviewed, their property assessed for accessibility, and backyard service provided for special circumstances. A total of 153 backyard collection customers are serviced on a year-round basis to help remove barriers to full participation in the Waste Watch Program. The increase of over 50% in the number of properties requiring special collection services may be attributed to PEI's aging demographic and is a trend that will be closely monitored in the future.

Customer Service & Other Languages

IWMC has made a commitment to increase its capacity to provide services in French to the Acadian and Francophone community. Working in collaboration with Acadian and Francophone Affairs and under the provision of the French Language Services Act, every effort is made to provide service in French when requested. Educational documents are prepared in French, and correspondence received in French is responded to with than language. We rely heavily on the services of the government's Translation Services to deliver these services. In addition, a partnership exists between IWMC and La Voix Acadienne and monthly updates and tips are included bi-weekly in the newspaper.

The Corporation works with various groups and organizations that support newcomers to help them transition to Island to help offer material and assistance to newcomers in their transition to Island life, of which Waste Watch is part of. While it is not possible to translate our educational material and provide customer service support one-on-one in many different languages, we use graphics and images to help new residents better understand guidelines and sorting requirements.

FINANCE & ADMINISTRATION

WASTE WATCH USER FEES (Fiscal Year 2016)	
Household User Fee	$205 Annually
Cottage User Fee	$95 Annually
Tippage Fee - Final Disposal	$100 Per Tonne
Tippage Fee - WWDC	$115 Per Tonne

HOUSEHOLD COUNT	HOUSEHOLDS	COTTAGES
March 31, 2016	63,925	8,360
March 31, 2015	63,518	8,294
March 31, 2014	63,004	8,279
March 31, 2013	62,105	8,186

The Finance and Administration Department provides corporate services to the other departments of IWMC. These services include payroll, account receivables and payables, purchasing, budgeting, accounting, human resources, and administration.

IWMC maintains an accounting system with related controls that provide the Corporation with reasonable assurances that transactions are properly safeguarded and accounted for and that records are provided for the preparation of audited financial statements.

FINANCIAL HIGHLIGHTS

Highlights for the fiscal period ending March 31, 2016 include: IWMC reported a net profit of $440,920; no rate increase applied to customers during 2016.

WASTE WATCH CLIENT BILLING SOFTWARE

The Waste Watch Client is a custom software application which monitors the status of properties in the province, registers carts and applies the appropriate annual Waste Watch fee. This software provides inquiry capabilities of all information related to each property number. The billing report for the annual residential Waste Watch fee is produced by the Finance and Administrative Department. The Waste Watch billing file is sent to Taxation and Property Records (TPR) to be included in their annual property tax bill.

Through this billing process, IWMC received revenue of $13,855,815. Properties that are exempt from property taxes as well as new properties not yet assigned parcel numbers are billed directly by the Corporation. The revenue generated by direct billing was $71,855 for this fiscal period.

FINANCIAL STATEMENTS

A financial audit was conducted in May, 2016 and included a comprehensive review of internal controls. Under the direction of the Board of Directors, Grant Thornton's audit team conduced a tour of a Waste Watch Drop-Off Facility to review general operating procedures. Each year, this team is directed to a different facility and IWMC is not provided with advance notice. The audit team expressed appreciation to the Board, IWMC management and to staff for their cooperation, professionalism and attention to detail.

Attached are IWMC's audited financial statements for the year ended March 31, 2016. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.